

TRS Complaint Log
Prepared by AT&T for the Kansas Relay Center (KRC)
Reporting Period
June 1, 2005 – May 31, 2006

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
1.	6.5.05	Customer advised Supervisor that he was going to have to call SBC offices in St. Louis because the CAs were not following correct procedures on relay calls. He said a CA refused to type "dialing" when she dials a call out for him. The Supervisor looked on the computer screen, and saw that the CA did type "dialing" and "ringing 1... 2... 3..."	6.5.05	The Supervisor apologized to the customer because he was experiencing problems, and advised him that the CA did type "dialing" and it was still on the screen. The Customer yelled at the Supervisor for correcting him, and hung up. Management was informed of the conversation and it was determined the CA and the Supervisor followed correct procedures, so no further action was necessary.
2.	6.6.05	Customer placed a call through the relay and reached an answering machine. Per this customer's profile, we are to hang up the outgoing call immediately when reaching an answering machine. The CA informed him he had reached an answering machine, and then typed, "GA." The customer became irritated and screamed at the CA about using "GA" properly in the deaf culture.	6.6.05	The Supervisor came on line, and apologized for the inconvenience. Management was informed of the conversation and it was determined the CA followed correct procedures, so no further action was necessary.
3.	6.20.05	Customer said when he called in, he was immediately put on hold. 20 or 30 seconds later, he got a "PLEASE REPEAT", so he gave the number again. He wants the CAs to follow the policy on answering and making calls for customers.	6.20.05	The Supervisor came on line, and apologized for the inconvenience. Management checked, and determined the Customer reached the automated queue recording a few seconds before reaching the CA. No further action was necessary.
4.	6.25.05	Voice customer was upset and requested another CA handle her call. She felt the CA deliberately let her hear TTY tones during a VCO call.	6.25.05	The Supervisor apologized for the inconvenience, and obtained another CA to complete the call. Management spoke with the original CA, and reviewed the VCO keystrokes with her to avoid this error in the future.
5.	7.22.05	Customer approached David Rosenthal at the Kansas Association of the Deaf Conference in	8.12.05	The customer provided copies of his telephone bills listing the charges. Management conducted

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		Olathe, Kansas with a question about his phone bill. He made a relay call last November, 2004 which was a long distance call and received a bill for it from Vartec which is not his IXC. Since then he has been receiving bills from them each time he makes long distance calls through KRC.		an investigation, and discovered an incorrect IXC code for the IXC in the relay database. Corrections were made to the database, and the customer was given credit for his calls on his telephone bill.
6.	7.25.05	Customer asked why the relay is always busy in the last several months. He went on and on to chastise the supervisor about how the relay is run.	7.25.05	Customer would not let the supervisor reply. Because the customer was not placing a call, and the relay was in queue, the call was disconnected to allow the CA to take another call.
7.	8.12.05	Customer complained about how long it took to get into the TRS, "about 19-20 rings."	8.12.05	The Supervisor apologized for the customer's inconvenience, and advised the customer that we were getting more calls than anticipated. Management was informed of the conversation. The customer had called in when there was a period of queue, which caused a delay in reaching a CA.
8.	9.9.05	Customer called in complaining about garbling and getting no response from the CA.	9.9.05	The Supervisor apologized for the problem and advised the customer they would report it to the management. The call was given back to the CA for a new call.
9.	9.15.05	The customer said when she calls in (usually around 4pm) she sometimes gets a CA and she's not sure what the CA is saying. She said she just a little bit ago tried to call her sister and the same thing happened. She said she is not complaining,	9.15.05	Management was informed of the conversation, and the facilities engineer investigated the problem. It was apparently an isolated problem, most likely due to incompatibility between the customer's TTY and the TRS equipment at the moment of connection.
				The supervisor apologized for the inconvenience, and suggested that she might be hearing the recording that plays when calls go into queue. The customer agreed, saying that it does always sound like the same voice whenever this

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		but is just wondering why she gets this sometimes.		happens. The supervisor suggested when this happens she could try waiting a couple of minutes to get a response from a live CA, or she could hang up and call back in a few minutes later when we will probably be less busy.
10.	10.13.05	Customer complained that a CA did not affirm to him that a message was left on an answering message; and that she never gives baseball and football scores correctly.	10.14.05	The Supervisor apologized for the problem and advised the customer they would report it to the management. Management was informed of the conversation, and met with the CA. The CA was coached to affirm that a message was left on an answering machine, and how to give the scores properly.
11.	10.16.05	Customer complained about having difficulties placing local calls through the TRS from a payphone.	10.16.05	The Supervisor apologized for the inconvenience, and that they would report it to the management. Management was informed of the conversation, checked the procedures, and met with the CA. The CA was coached to check the manual at his/her position to make sure they were handling the call correctly. A policy reminder was routed to all CAs reminding them of how to handle appropriate screen codes, and to check the position manual or contact the Supervisor if they were not sure.
12.	10.18.05	Customer complained that a CA hung up on him.	10.18.05	The Supervisor apologized for the inconvenience and that they would report it to the management. Management was informed of the conversation, and met with the CA. The CA advised the manager that the incoming call disconnect box had appeared on her screen indicating the customer disconnected the call. The incident was referred to the facilities engineer, who could not duplicate the problem.

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13.	10.28.05	Customer complained of a CA refusing to make a call for him and asked if the CA could do that. He had given the CA a number to dial, but got no response.	10.28.05	The Supervisor apologized, and advised the customer that the CA cannot refuse to place a call for him, and that he would report it to management. Management was informed of the conversation, and met with the CA. The CA stated the disconnect box had appeared, indicating the customer had disconnected prior to her dialing out. This was referred to the facilities engineer, who was unable to duplicate the problem.
14.	11.1.05	Customer was upset because the CA had hung up on her while she was looking for a phone number, plus she has a hearing and vision disability.	11.1.05	The Supervisor apologized, and advised the customer of our policy on holding length if the customer does not respond. Management was informed of the conversation, and no further action was necessary since the CA followed correct procedures.
15.	12.9.05	Customer complained about a rude CA.	12.9.05 12.12.05	The Supervisor apologized, and advised the customer that this would be reported to management. Management was informed of the conversation. The CA resigned before management could meet with her.
16.	12.9.05	Customer called back to complain about same rude CA after another call.	12.9.05 12.12.05	The Supervisor apologized, and advised the customer that this would be reported to management. Management was informed of the conversation. The CA resigned before management could meet with her.
17.	3.14.06	Customer said the call he made was very important and the operator hung up during the call. He said it hurt him emotionally, and to be	3.15.06	The supervisor apologized and advised the customer that this would be reported to management.

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		sure to tell the operator not to do it again. He said he always writes down who the operator is on every call. He wanted us to talk to her and tell her not to hang up on him again.		Manager talked with the CA, who said the disconnect box had appeared, indicating the customer had disconnected during the conversation. This was referred to the facilities engineer, who ran reports on the switch reports. The report indicated that our switch received a disconnect message from the telephone network. Manager attempted to call customer back but was unsuccessful.
18.	3.15.06	Customer claimed the operator hung up on him during the call.	3.15.06	The supervisor apologized and advised the customer that this would be reported to management. Manager referred to facilities engineer, who ran another report on the switch results. The report indicated our switch received a disconnect message from the telephone network. Manager attempted to call customer back but was unsuccessful.
19.	3.20.06	Customer worked for a remodeling company and has used the relay for years because they hire many deaf people. She had received a call from a TTY user, and she felt the CA was very rude. She asked the CA for her number but the CA refused to give it to her saying that she only relayed the conversation and was not allowed to get involved with the call. The customer said she asked the CA 3 separate times for her CA number and the CA refused. She indicated the call was placed to her around 1:10 p.m.	3.20.06	The Supervisor apologized to the customer and told her we would take care of the matter. Supervisor reported this immediately to a manager, who pulled the billing records in an effort to identify the CA in question. There were no billing records for the numbers given except for the call to our CA to complain about the rude CA. The billing records indicated the call was made through another relay center, not through us. A manager called the customer back to advise her of the results of our investigation.
20.	3.22.06	Customer said he called 10 times in a row, and the CAs all hung up on him.	3.22.06	The Supervisor apologized to the customer and asked him if he had the CA numbers so she could follow up with them. The customer indicated he

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				did not have them. The supervisor apologized but she could not do anything without the numbers but would refer this to management. A Manager was able to talk with the customer, and advised the customer of the report findings, and advised him to call his local telephone company to check out his telephone line in order to track down why the disconnects were occurring. The customer concurred, and thanked us for investigating this.
21.	3.23.06	Customer stated that he called in last night about the disconnect problem. He counted 11 times in a row that a CA hung up on him, and he was able to get one CA number.	3.23.06	The Supervisor apologized for the customer's inconvenience, and would talk with the CA. The CA told the supervisor that yes, she had this customer twice this evening, and each time he called in, he did not answer, causing our equipment to cycle through the voice, TTY, and ASCII modes twice without a response, so she disconnected due to abandonment of call.
22.	5.30.06	Customer called in asking for Supervisor. He was upset because he is on probation and has to call in for UA testing. He called earlier and the CA gave him only 2 colors instead of 4. He called in again later, and the second CA gave him 4 colors. He felt the first CA lied about the colors, which could get him in trouble with his Probation Officer. He wanted the first CA to do her job right.	5.30.06	The Supervisor apologized, and advised the customer that this would be reported to management. A manager talked with the CA, and determined the recording device was not used during that call. The CA was coached about always using the recording device to guarantee accurate relaying of information to the customer.